IN.gov Survey

286 of 671 responded

(43% response)
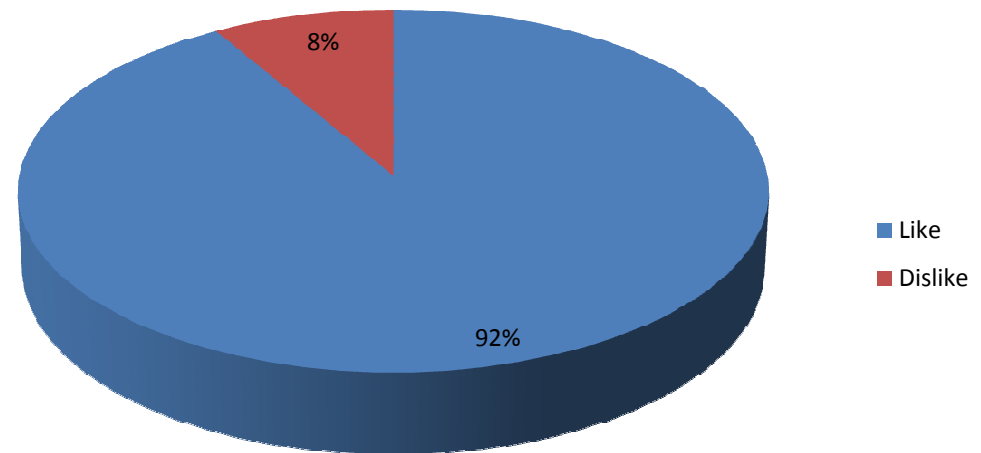
Header

•It seems more balanced with the IN.gov logo and Governor Daniels photograph. It's also nice that the search bar is next to the icons for more popular links.

•I like the icons. They are an attractive, uniform, handy focal point.

•It is clean and simple. Seems easy to navigate.

Note: With undecided the Like was 71%.
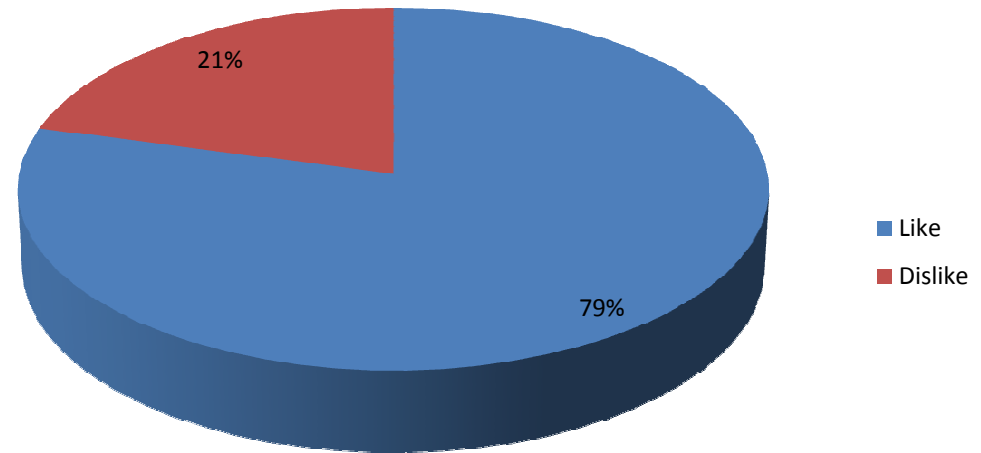
8%

92%

■ Like

■ Dislike

Footer

I think it looks nice. Everything is clearly organized and in a logical order.

It's similar to a Sitemap in that it provides a number of useful links, similar to other recently redesigned websites.

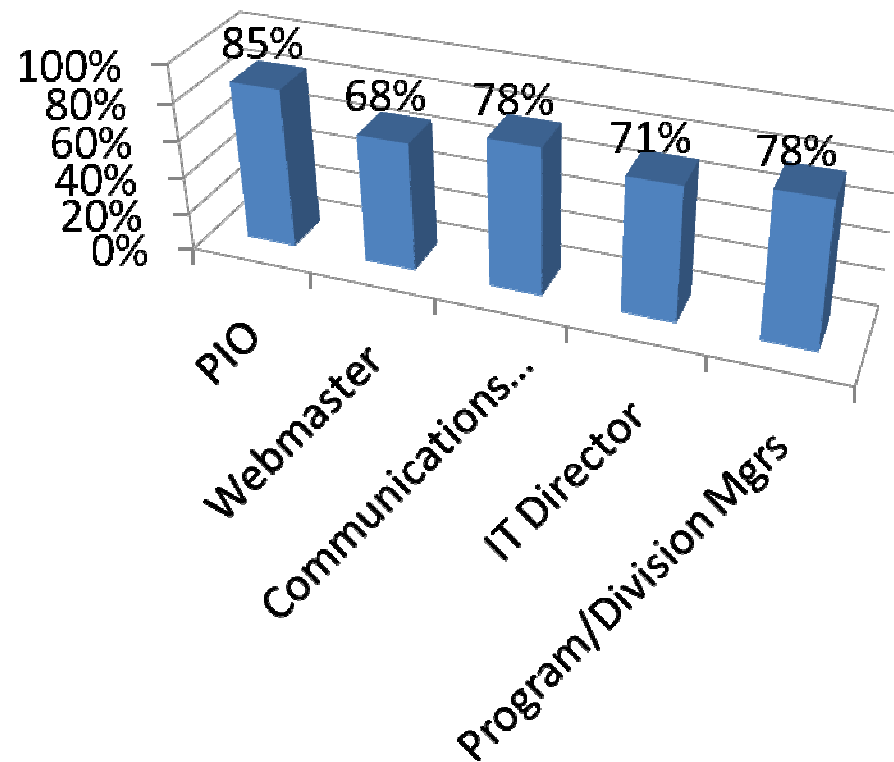I think it is a bit cleaner and more user friendly than current one.

Note: 51% acceptance when undecided vote is included

21%

79%

Like

Dislike

Like Footer

Targeted Audience

Response

Suggested Improvements

Keep the same

Navigation

Look and Feel

Organization

Design Control

Replace WebCMS

- The navigation should be more user friendly. Sometimes it is difficult to find program areas from the homepage and the search engine does not always help.
- Easier navigation between the agency's departments.
- Easier navigation among divisions and bureaus
- Easier navigation and search options. Contact information for the workers in charge of each area is not provided (in many cases)
- When a drop down menu is opened on the left side of the navigation, I would prefer that the drop down stay open after someone chooses one of the choices.
- Have just one column on the left. Information could be displayed more prominently and in a readable fashion if the right column were removed. Actually, the way this page is shown right now would be preferable to me.

Suggested Improvements

Keep the same

Navigation

Look and Feel

Organization

Design Control

Replace WebCMS

- Easier ability to change, update, correct our website. Removal of FAQ (or ability to change/update them without going through IOT). Have ability to drive traffic to website from front page. Create link from front page under categories (Family/Health, Law/Justice, Busineses/Employment, ect).

- I understand the issue of branding, but more control and freedom of general design and color would be helpful

- The ability to offer more creative style for the internal customer.

- more space available for agencies. top, right, left and bottom all beyond control of an agency - only small window in center. also agencies should have option of developing own portal

Suggested Improvements

Keep the same

Navigation

Look and Feel

Organization

Design Control

Replace WebCMS

- Improve its visual appeal by using brighter, bolder colors.
- Allow the use of images to reduce the amount of text and enhance the users visual experience..
- I would love a color change. I am sick of the teal color. I would like the site to harmonize with the in.gov home page.
- too broad (vertically). Seems too busy.
- the font is a bit small. I think the use of serif font on a computer screen can be more difficult to read at small sizes.
- Ditch all the serif-based fonts on the websites for better online readability by those who are visually impaired. Please use only non-serif fonts of at least 12 point font or larger to improve readability and visual accessibility. (Arial, Verdana, etc.)

Suggested Improvements

Keep the same
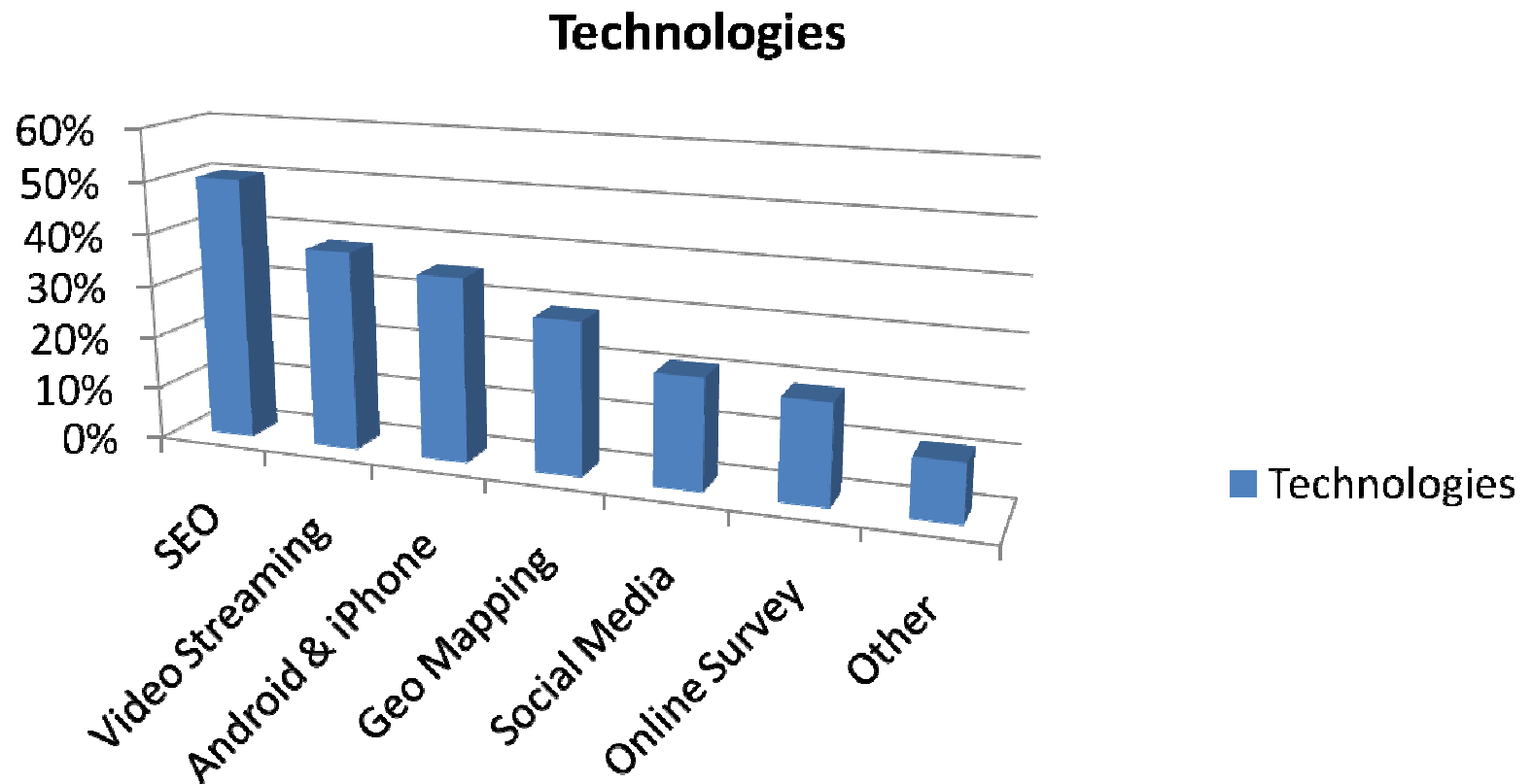
Navigation

Look and Feel
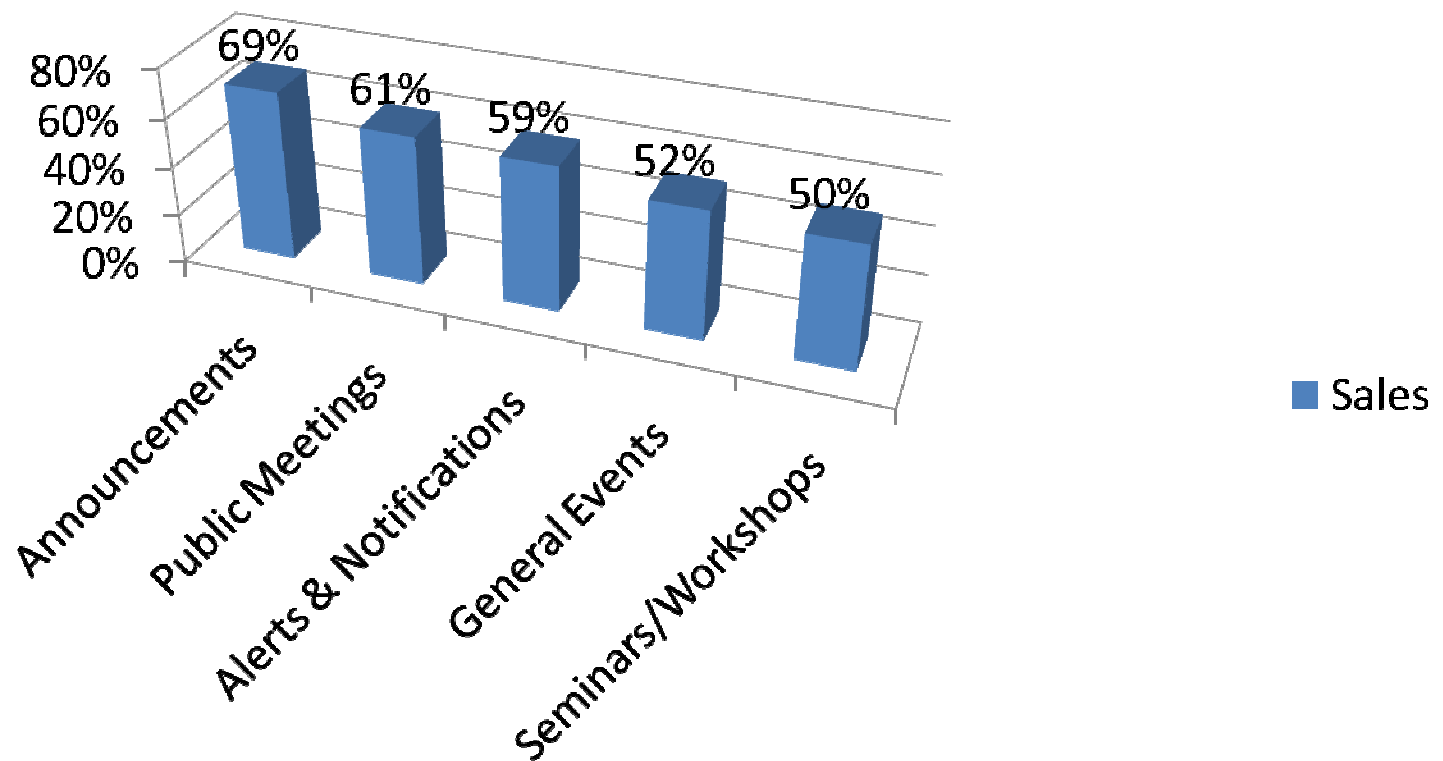
Organization

Design Control

Replace WebCMS

- better organization of advisory opinions
- I would like to see links to professions directly on the front page so that you do not have to do 3-4 clicks to get there.
- Find a way to make it less cluttered while not having information buried too deep on the site.
- make it more intuitive and user friendly
- DCS/Child Support is very busy, can't always locate what I want. Lots of wasted space on DCS Intranet sites.
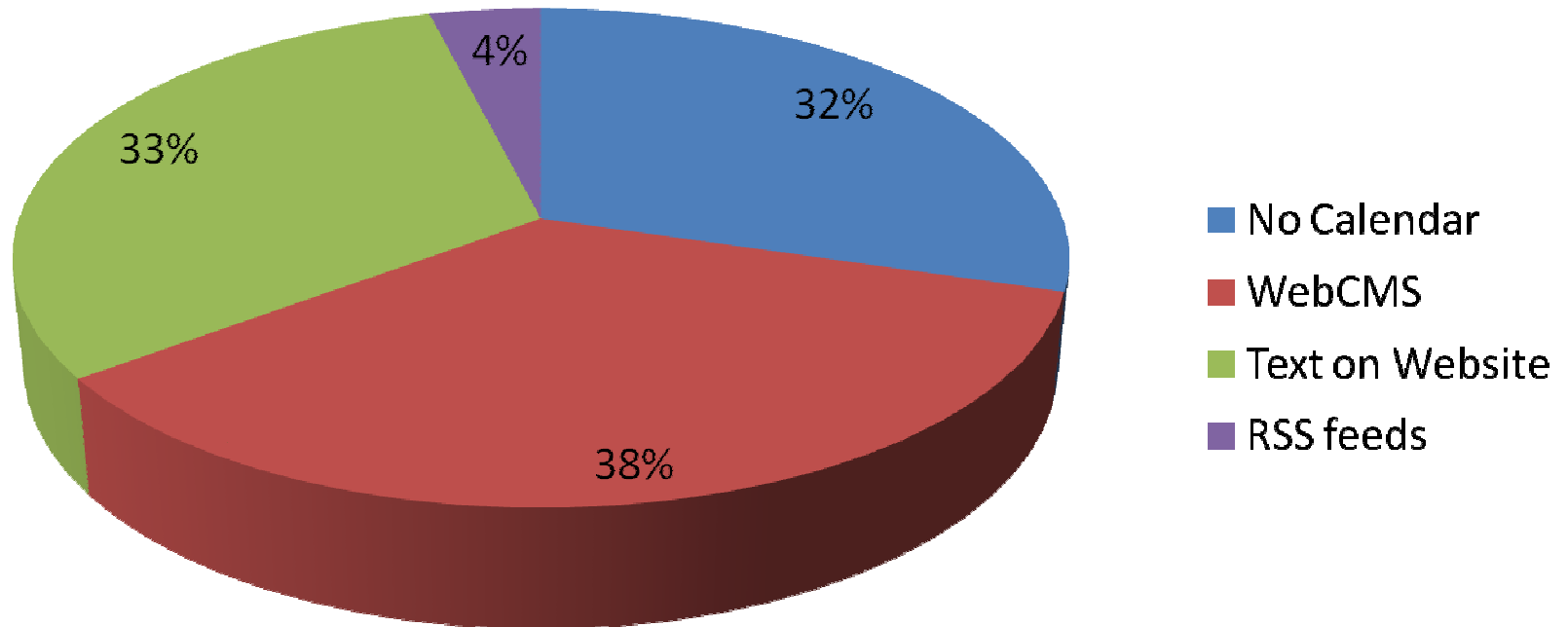
Web Technologies

Technologies

Online Calendar

Top 5 Calendar Entries

69%
61%
59%
52%
50%

80%
60%
40%
20%
0%

Announcements
Public Meetings
Alerts & Notifications
General Events
Seminars/Workshops

■ Sales

Agency Calendars

Demographics
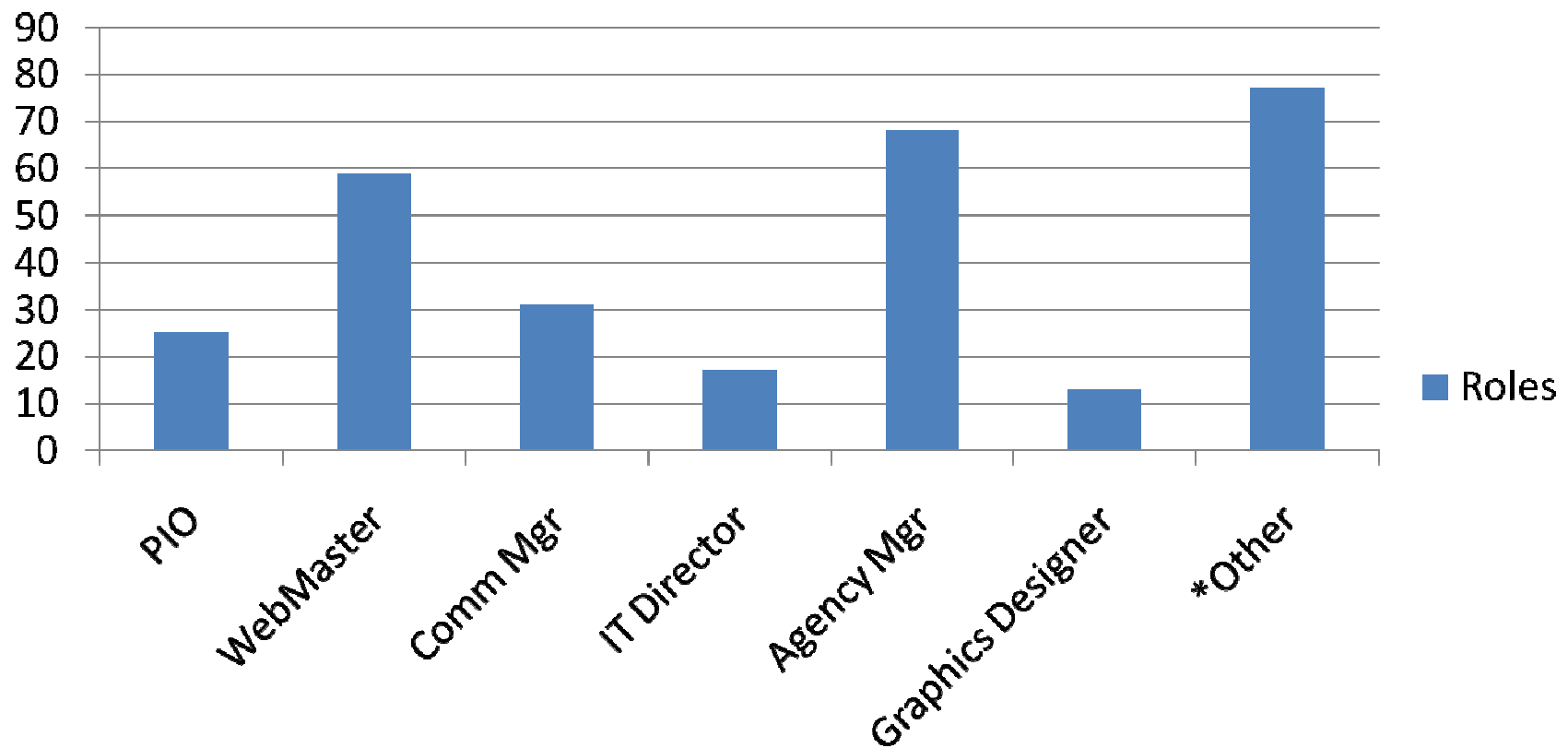## Target Audience

Roles

*Other consists of agency roles outside of IN.gov responsibilities